

2023 Open Enrollment

# Find your healthy place

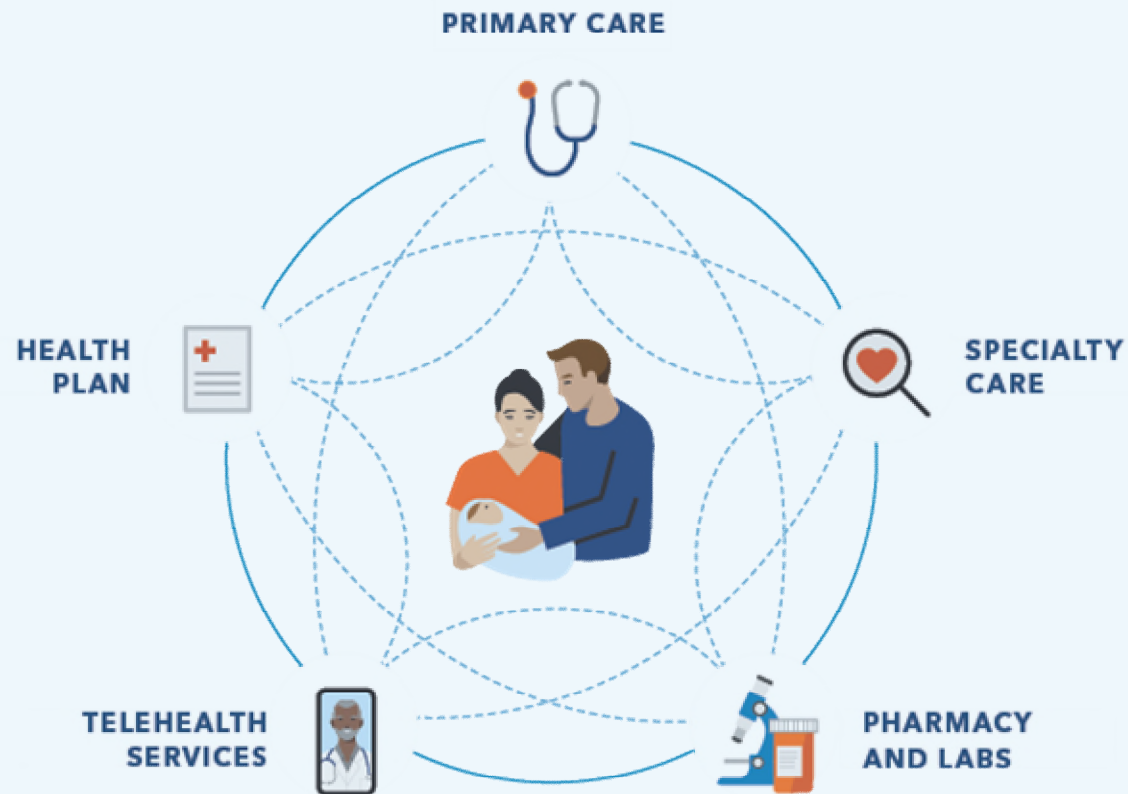
With care for all that is you



County of San Bernardino

 KAISER PERMANENTE®

# It's easier to find your healthy place with connected care



We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

Care feels easier and faster and is centered around all that is you.



# Quality care with you at the center

Your doctor will build a care plan based on your needs and work with your care team to deliver high-quality, personalized care.



**Preventive care to keep you healthy**



**Specialty care when you need it**



**Support for ongoing conditions**

**Get care in your language** — with multilingual doctors and phone interpretation in more than 150 languages.

We've helped deliver millions of COVID-19 vaccines to our members, communities, and underserved areas. Visit [kp.org/covidvaccine](https://kp.org/covidvaccine) to search vaccine appointments.



# Quality care when you need it

Same-day, next-day, and weekend appointments are available at most locations and by phone and video.<sup>1</sup>



Visit us in person at a location near you.



Talk to a health care professional by phone or video.<sup>1</sup>

## 24-hour virtual care on your schedule

If a trip to the doctor's office doesn't fit your schedule, it's easy to get fast, personalized support — daytime, nighttime, anytime.



- Schedule a phone or video visit with a doctor or clinician.<sup>1</sup>
- Get 24/7 care advice by phone.
- Use our e-visit questionnaire to get personalized care advice for certain conditions, order many tests, and get some prescriptions online.

1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent licensed clinicians from providing care across state lines. Laws differ by state. 2. High deductible health plans may require a copay or coinsurance for phone and video visits.

## Save time and money

**Telehealth is covered at no additional cost with most plans.<sup>2</sup>**



# Convenient ways to get what you need

Good health goes beyond the doctor's office. Manage your care 24/7 with the Kaiser Permanente app or at [kp.org](https://kp.org).<sup>1</sup>



## Stay on top of your health<sup>2</sup>

- Schedule or cancel vaccinations and routine appointments.
- Email your doctor's office with nonurgent questions.
- Order a COVID-19 self-test.
- See most test results.
- Read your doctor's notes.



## Fill prescriptions<sup>2</sup>

- Have most prescriptions delivered directly to your front door.<sup>3</sup>
- Get same-day or next-day delivery for an additional fee.<sup>4</sup>
- Order them for same-day pickup.

1. To use the Kaiser Permanente app, you must be a member registered on [kp.org](https://kp.org). 2. These features are available when you get care from Kaiser Permanente facilities. 3. Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. 4. Same-day and next-day prescription delivery services may be available for an additional fee. These services aren't covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente isn't responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescriptions.





## Care away from home

- If you get hurt or sick while traveling outside a Kaiser Permanente area, you're covered for urgent and emergency care anywhere in the world.
- And when you're planning to travel, we can help you stay on top of your health while you're away. We'll work with you before you leave to see if you need a vaccination, refill prescriptions, and more. Just call us or go online:



24/7 Away from Home Travel Line: **951-268-3900\***  
or [kp.org/travel](https://www.kp.org/travel)

\*This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the United States. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.





## Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at [kp.org/mentalhealth](https://kp.org/mentalhealth).



# Added support — for all that is you<sup>1</sup>



ClassPass reduced rates on fitness classes



Self-care apps Calm and myStrength



Wellness Coaching by Phone



Online healthy lifestyle programs, videos, podcasts, recipes, and more



Reduced rates on specialty care services like acupuncture, chiropractic care, massage therapy, and gym memberships



On-site and virtual health education classes and support groups<sup>2</sup>



Seasonal farmers markets<sup>3</sup>

**1.** These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. **2.** Classes vary at each location and some may require a fee. **3.** Not available in all areas.

# 24/7 emotional support coaching app

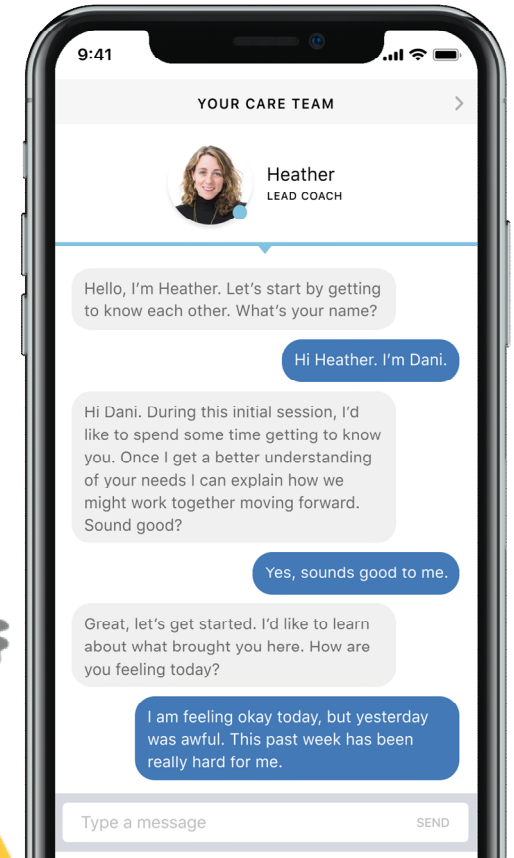
The Ginger app offers 1-on-1 support for many common challenges — like anxiety, stress, low mood, relationship issues, and more. Adult members can use the app for 90 days a year at no additional cost.



## What can you do with Ginger?

- Text with a coach anytime, anywhere, 24/7 for 90 days.
- Discuss goals, share challenges, and create an action plan with your coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from each texting session, track progress, and work with your coach to adjust your action plan as needed.

**47 %**  
of users  
say Ginger  
helps with  
anxiety\*



\*Sarah Kunkle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *Journal of Medical Internet Research*, January 2021. This service isn't covered under your health plan benefits and isn't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. It may be discontinued at any time without notice. Coaching services aren't available to members under 18 or members enrolled in Medicare or Medicaid/Medi-Cal.

# Traditional HMO Plan

This table shows an example of some of your group’s benefits.

Yearly deductible	None
Maximum yearly out-of-pocket costs	\$1,500 individual/\$3,000 family
Covered service	You pay
Preventive care	No Charge
Doctor’s office visit/Specialist Visit	\$10 per visit
Lab tests and radiology	No charge
Outpatient surgery	\$10 per procedure
Hospitalization	No charge
Emergency care	\$50 per visit
Prescribed medications	\$10 copay (generic medication)
Generic and Brand Name items (up to a 100-day supply)	\$15 copay (brand-name medication)
Specialty medication (up to a 30-day supply)	\$15 copay (specialty medication)

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



## Traditional HMO -Choice Plan

This table shows an example of some of your group’s benefits.

Yearly deductible	None
Maximum yearly out-of-pocket costs	\$3,500 individual/ \$7,000 family
Covered service	You pay
Preventive care	No charge
Doctor’s office visit/Specialist Visit	\$40 per visit/ \$50 per visit
Lab tests and radiology	\$10 per encounter
Outpatient surgery	\$250 per procedure
Hospitalization	\$500 per day
Emergency care	\$150 per visit
Prescribed medications up to a 30-day supply	\$15 copay (generic items) \$35 copay (brand-name items) 30% Coinsurance (specialty items) (not to exceed \$250)

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

# New! – Virtual Complete Plan

This table shows an example of some of your group’s benefits.

Yearly deductible	\$500 individual/\$1,000 family
Maximum yearly out-of-pocket costs	\$5,000 individual/\$10,000 family
Covered service	You pay
Preventive care	No charge
Doctor’s office visit/Specialist Visit	\$30 per visit (after Plan Deductible)
Telehealth Visits	No Charge
Lab Tests	\$15 per encounter (Plan Deductible doesn’t apply)
Radiology	20% Coinsurance (after Plan Deductible)
Outpatient surgery	20% Coinsurance (after Plan Deductible)
Hospitalization	20% Coinsurance (after Plan Deductible)
Emergency care	20% Coinsurance (after Plan Deductible)
Prescribed medications up to a 30-day supply	\$15 generic medication (Plan Deductible doesn’t apply) \$30 brand-name medication (after Plan Deductible) 20% Coinsurance specialty medication (not to exceed \$250) (after Plan Deductible)

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



# Want to learn more?

Choosing a health plan is a big decision — so we're here to answer any of your questions.



## Ask about the essentials

- Where to get care
- Specialty care services
- How our doctors, hospitals, and health plan work together to make your life easier



## Or about our extra features

- Video visits\* and other convenient ways to get care
- Apps, podcasts, and other self-care resources available to you at no additional cost

Call **1-800-514-0985** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

\*When appropriate and available.





Thank you

[kp.org](https://kp.org)